NEPR

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GOVERNMENT OF PUERTO RICO PUERTO RICO PUBLIC SERVICE REGULATORY BOARD PUERTO RICO ENERGY BUREAU

IN RE: REVIEW OF LUMA'S TERMS OF SERVICE (LIABILITY WAIVER)

CASE NO. NEPR-MI-2021-0007

SUBJECT: Submission in Compliance with Final Resolution and Order and Request for Confidential Treatment

MOTION IN COMPLIANCE WITH FINAL RESOLUTION AND ORDER AND REQUEST FOR CONFIDENTIAL TREATMENT

TO THE HONORABLE PUERTO RICO ENERGY BUREAU:

COME now LUMA Energy, LLC ("ManagementCo"), and LUMA Energy ServCo, LLC ("ServCo"), (jointly referred to as the "Operator" or "LUMA"), and respectfully state and request the following:

- 1. On February 24, 2021, LUMA filed a *Petition for Approval of the Initial Budgets* and Related Terms of Service before the Puerto Rico Energy Bureau ("Energy Bureau"). The filing was made pursuant to Section 6.22 of the Puerto Rico Energy Transformation and Relief Act, Act No. 57-2014, as amended; the Final Rate Order entered by the Energy Bureau in Case No. CEPR-AP-2015-0001; and per LUMA's obligations under Section 4.2(e) of the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement dated June 22, 2020, by and among the Puerto Rico Electric Power Authority ("PREPA"), and the Puerto Rico Public-Private Partnerships Authority ("P3A") (hereinafter, the "T&D OMA").
- 2. On May 31, 2021, the Energy Bureau issued a Final Resolution and Order identified as the Final Determination on LUMA's Terms of Service Petition (Liability Waiver), which approved Modified Terms of Service ("May 31st Final Order"). The Modified Terms of Service

were to be incorporated and made part of the Puerto Rico Electric Power Authority Book of Tariffs approved on May 28, 2019. The Modified Terms of Service entered into effect on June 1st, 2021.

- 3. Upon issuing the May 31st Final Order, the Energy Bureau reasoned that adopting a limited liability waiver responds in some respects to an increased risk of liability for acts that are susceptible to repetition. It held that LUMA presented clear and convincing evidence that a liability waiver was compelling because situations that result in potential damages to customers of the electric system are substantially higher in the case of the Puerto Rico transmission and distribution system ("T&D System") when compared to other utilities in the U.S. because of the T&D System's current state. *See*, May 31st Final Order on page 38. As a result, "the T&D System is more prone to suffer outages and service disruptions, among other service issues, than the typical utility in the United States". *Id.* Thus, there is vulnerability to claims associated with these conditions, which could substantially impact the T&D System's operational budget. *Id.*
- 4. As such, the Energy Bureau instructed LUMA in the May 31st Final Order to file not later than June 30, 2022, an updated report describing all pending judicial and extrajudicial claims from customers and/or persons receiving electricity and power from the Puerto Rico Power Authority ("PREPA"), for events arising out of, or which are a result of, the operation and maintenance of the T&D System. The updated report must also include all the amounts disbursed to pay judicial and/or extrajudicial claims from customers and/or persons receiving electricity and power from PREPA for events arising as a result of the operation and maintenance of the T&D System for the period covered between June 1, 2021, and May 31, 2022.

- 5. In compliance with the May 31st Final Order, LUMA herein submits an Excel spreadsheet including all pending judicial and extrajudicial damages claims known to LUMA for events arising as a result of the operation and maintenance of the T&D System and occurred between June 1, 2021, and May 31, 2022, as *Exhibit 1* to this Motion. The spreadsheet incorporates the claimed amount, a brief description, the claim status, the settlement date, and the amount paid for those cases where a claim has been paid.
- 6. The bedrock provision on the management of confidential information filed before this Bureau is Section 6.15 of Act 57-2014, known as the "Puerto Rico Energy Transformation and Relief Act." It provides, in pertinent part, that: "if any person who is required to submit information to the Energy [Bureau] believes that the information to be submitted has any confidentiality privilege, such person may request the Commission to treat such information as such" 22 LPRA §1054n. If the Energy Bureau determines, after appropriate evaluation, that the information should be protected, "it shall grant such protection in a manner that least affects the public interest, transparency, and the rights of the parties involved in the administrative procedure in which the allegedly confidential document is submitted." *Id.*, Section 6.15 (a).
- 7. The Energy Bureau's Policy on Confidential Information details the procedures that a party should follow to request that a document or portion thereof be afforded confidential treatment. In essence, the referenced Policy requires identification of the confidential information and the ... filing of a memorandum of law explaining the legal basis and support for a request to file information confidentially. *See* CEPR-MI-2016-0009, Section A, as amended by the Resolution of September 16, 2016, CEPR-MI-2016-0009. The memorandum should also include

a table that identifies the confidential information, a summary of the legal basis for the confidential designation, and the reasons why each claim or designation conforms to the applicable legal basis of confidentiality. *Id.* paragraphs 3. The party who seeks confidential treatment of information filed with the Bureau must also file both "redacted" or "public version" and an "unredacted" or "confidential" version of the document that contains confidential information. *Id.* paragraph 6.

- 8. The aforementioned Excel spreadsheet includes the names of those claimants pursuing extrajudicial claims, which is personal information not publicly available, and protected by law and regulation. This information is covered by Sections 8 and 10 of the Puerto Rico Constitution, which protects the right to privacy. Const. P.R., Art. II, Sec. 8 and 10. In our legal system, the protection of the fundamental right to privacy is of such caliber that it is an established rule that operates *ex propio vigore* between private citizens. *See e.g., Arroyo v. Rattan Specialties, Inc.* 117 DPR 35, 64 (1986) (citing cases). LUMA keeps and maintains this personal information confidential and does not disclose it to the public or unauthorized third parties. Additionally, under Section 13.2 (*Proprietary Information*), subsection (f) (*Customer Information*) of the T&D OMA, LUMA is required to protect from disclosure customer information except as established in said T&D OMA provision and Applicable Law. Therefore, LUMA respectfully requests that the Excel spreadsheet submitted today as *Exhibit 1* to this Motion be received, kept, and maintained confidentially by this Energy Bureau. A redacted public version is submitted herein.
- 9. Further, pursuant to the May 31st Final Order, the Energy Bureau also directed LUMA to develop and implement a customer outreach program to educate customers about reasonable measures they may implement to protect their person and property from unexpected

and inevitable interruptions to the electricity supply. LUMA was also ordered to submit a summary of the customer's outreach program to the Energy Bureau and a progress report about its implementation on or before June 30, 2022.

- 10. In compliance with the May 31st Final Order, LUMA submits herein that since June 2021, it has developed and launched its communication campaign directed to customers to protect their personal equipment and be conscious of safety. This initiative consists of a multi-channel public communications campaign aimed to educating and informing our customers on voltage fluctuation issues and the steps they can take to protect their electronic devices, appliances, and equipment in their homes or businesses. This effort includes but is not limited to social media posts and information available on our website, lumapr.com.
- 11. The surge protection campaign aims to educate customers on power fluctuations, how they can affect electronics, appliances, and equipment, and what customers can do to avoid damage by using voltage surge protectors. Across the website, information on "Protecting your personal Equipment" can be found under the Residential Service options as Helpful Customer Resources: https://lumapr.com/protecting-your-personal-equipment/?lang=en. Additionally, under the "frequently asked questions" section, LUMA provides household and electronic appliance protection tips and encourages customers to report outages, voltage fluctuations, or brownouts. *See* LUMA's website: https://lumapr.com/faq/?lang=en *See* the examples on the customer communication campaign included as *Exhibit 2* to this Motion. Campaign information is available to customers in Spanish and English, depending on their preference.

WHEREFORE, LUMA respectfully requests that the Energy Bureau **take notice** of the aforementioned, **accept** the documents included as Exhibits 1-2 to this Motion, **deem** LUMA complied with the Final Resolution and Order of May 31, 2021, and **grant** the request to keep confidentially the spreadsheet that has been filed in Excel format submitted with this Motion.

RESPECTFULLY SUBMITTED.

We hereby certify that I filed this Motion using the electronic filing system of this Energy Bureau. We will send an electronic copy of this Motion to counsel for PREPA Katiuska Bolaños-Lugo, kbolanos@diazvaz.law, and to the Independent Consumer Protection Office, through Director Hannia Rivera, hrivera@oipc.pr.com.

In San Juan, Puerto Rico, this 30th day of June 2022.



DLA Piper (Puerto Rico) LLC 500 Calle de la Tanca, Suite 401 San Juan, PR 00901-1969 Tel. 787-945-9132 Fax 939-697-6102

/s/ Ana Margarita Rodriguez Rivera
Ana Margarita Rodriguez Rivera
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/s/ Yahaira De la Rosa Algarín Yahaira De la Rosa Algarín RUA NÚM. 18,061 yahaira.delarosa@us.dlapiper.com Exhibit 1

			Settlement Date, if		For Judicial Claims: Judicial	For Judicial Claims:	For Judicial Claims:	For Extrajudicial Claims:		Amount Paid, if any (N/A		
	Claimant	Event Date (DD-YY)	applicable (MM-DD-YY) or is Not Applicable (N/A)	Judicial (J) or Extrajudicial (E) Claim	Case No. or is Not Applicable (N/A)	Is the case still Pending? (Y or N) or is Not Applicable (N/A)	Was a confidential settlement agreement reached? (Y or N) or is Not Applicable (N/A)	The claim was Accepted (A), Denied (D), Pending (P), or is Not Applicable (N/A)	Claim Amount	in case of confidential settlement or pending claim).	Description	Status
		06/04/21	N/A	E	N/A	N/A	N/A	Р \$			Damages Equipment / Appliances	In Process
_		06/12/21 07/21/21	N/A N/A	E F	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Other Properties Damages Equipment / Appliances	In Process In Process
		06/10/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		06/02/21	N/A	E	N/A	N/A	N/A	P \$	428.00	\$ -	Damages Equipment / Appliances	In Process
		07/12/21	N/A	E	N/A	N/A	N/A	P \$	369.50		Damages Equipment / Appliances	In Process
		06/27/21 07/02/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$	836.25 1.737.17		Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
		07/02/21	N/A	E	N/A	N/A	N/A	P \$.,,,,,,,,,,,	*	Damages Equipment / Appliances	In Process
		06/10/21	N/A	E	N/A	N/A	N/A	P \$	3,600.00		Damages Equipment / Appliances	In Process
		06/05/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		07/01/21 08/28/21	N/A N/A	E F	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Equipment / Appliances	In Process
		08/28/21	N/A N/A	F	N/A N/A	N/A N/A	N/A N/A	P 3			Damages Other Properties Damages Other Properties	In Process
		08/24/21	N/A	E	N/A	N/A	N/A	P \$	370.00	*	Damages Equipment / Appliances	In Process
		07/07/21	N/A	E	N/A	N/A	N/A	P \$	255.00		Damages Equipment / Appliances	In Process
		07/07/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		07/05/21 07/05/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Equipment / Appliances Damages Equipment / Appliances	In Process
		09/27/21	N/A N/A	E	N/A N/A	N/A	N/A N/A	P \$		*	Damages Equipment / Appliances Damages Equipment / Appliances	In Process
		09/12/21	N/A	E	N/A	N/A	N/A	P \$	125.00	\$ -	Damages Equipment / Appliances	In Process
		08/02/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		10/08/21 10/21/21	N/A N/A	E E	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
		10/21/21	N/A N/A	F	N/A	N/A N/A	N/A N/A	P \$	5 1,747.00		Damages Equipment / Appliances Damages Other Properties	In Process
		06/21/21	N/A	E	N/A	N/A	N/A	P \$	605.44		Damages Equipment / Appliances	In Process
		08/25/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		08/18/21	N/A	E	N/A	N/A	N/A	P \$		*	Damages Equipment / Appliances	In Process
		09/23/21 09/27/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$		*	Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
		09/27/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		09/17/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		10/04/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		10/22/21 07/17/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$	6 600.99 6 183.13		Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
		07/30/21	N/A	F	N/A	N/A	N/A	P \$	5 565.00		Damages Equipment / Appliances	In Process
		07/24/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		10/08/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		09/05/21 09/21/21	N/A N/A	E F	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Equipment / Appliances	In Process In Process
		08/16/21	N/A N/A	F	N/A N/A	N/A	N/A N/A	P \$	9,209.00		Damages Equipment / Appliances Damages Equipment / Appliances	In Process
		11/01/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		09/21/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		10/05/21	N/A	E	N/A	N/A	N/A	P \$	386.91		Damages Equipment / Appliances	In Process
		09/28/21 06/26/21	N/A N/A	F	N/A N/A	N/A N/A	N/A N/A	P \$	780.00 8 820.00		Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
		07/20/21	N/A	E	N/A	N/A	N/A	P \$	180.00		Damages Equipment / Appliances	In Process
		09/28/21	N/A	E	N/A	N/A	N/A	P \$	110.00	\$ -	Damages Equipment / Appliances	In Process
		06/28/21	N/A	E	N/A	N/A	N/A	P \$	***		Damages Equipment / Appliances	In Process
		07/01/21 06/01/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$	800.00 521.19		Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
		07/05/21	N/A N/A	E	N/A N/A	N/A	N/A N/A	P \$			Damages Equipment / Appliances	In Process
		08/15/21	N/A	E	N/A	N/A	N/A	P \$	406.98	\$ -	Damages Equipment / Appliances	In Process
		07/11/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		07/01/21 08/03/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$	5 505.78 6 850.00		Damages Equipment / Appliances	In Process
		08/03/21	N/A N/A	E F	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
		11/04/21	N/A	E	N/A	N/A	N/A	P \$			Damages Other Properties	In Process
		06/16/21	N/A	E	N/A	N/A	N/A	P \$	85.00		Damages Equipment / Appliances	In Process
		06/10/21	N/A	E	N/A	N/A	N/A	P \$	210.00		Damages Equipment / Appliances	In Process
		06/10/21 08/13/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Other Properties Damages Other Properties	In Process In Process
		09/14/21	N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$, , , , , ,		Damages Equipment / Appliances	In Process
		01/07/22	N/A	E	N/A	N/A	N/A	P \$	89.19	*	Damages Equipment / Appliances	In Process
		09/02/21	N/A	E	N/A	N/A	N/A	Р \$	5,038.95	\$ -	Damages Other Properties	In Process
		10/07/21	N/A	E	N/A	N/A	N/A	P \$	2,910.00		Damages Equipment / Appliances	In Process
		07/03/21 09/28/21	N/A N/A	E F	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Equipment / Appliances	In Process In Process
		09/28/21	N/A N/A	E	N/A N/A	N/A N/A	N/A N/A	P \$			Damages Equipment / Appliances Damages Equipment / Appliances	In Process
		09/27/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		09/10/21	N/A	E	N/A	N/A	N/A	P \$			Damages Equipment / Appliances	In Process
		09/27/21	N/A	E	N/A	N/A	N/A	P \$	199.59	\$ -	Damages Equipment / Appliances	In Process

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09/01/21	N/A	E		N/A	N/A	P \$	3,140.11 \$		amages Equipment / Appliances	In Process	_
08/16/21	N/A	E		N/A	N/A	P \$	2,726.18 \$		Damages Equipment / Appliances	In Process	_
09/17/21	N/A	E F		N/A	N/A	P \$	1,526.13 \$		Damages Equipment / Appliances	In Process	4
09/03/21 09/28/21	N/A N/A	F		N/A N/A	N/A N/A	P \$	1,772.49 \$ 745.94 \$		Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process	4
08/25/21	N/A	F		N/A	N/A	P \$	150.00 \$		Damages Equipment / Appliances	In Process	1
09/12/21	N/A	F		N/A	N/A	P \$	590.88 \$		Damages Equipment / Appliances	In Process	+
09/19/21	N/A	E		N/A	N/A	P \$	7,616.88 \$		Damages Equipment / Appliances	In Process	1
07/04/21	N/A	E		N/A	N/A	P \$	1,737.17 \$		Damages Equipment / Appliances	In Process	1
11/26/21	N/A	E	N/A	N/A	N/A	P \$	2,850.00 \$		Damages Equipment / Appliances	In Process	1
01/14/22	N/A	E	N/A	N/A	N/A	P \$	110.00 \$		Damages Equipment / Appliances	In Process	1
06/10/21	N/A	E	N/A	N/A	N/A	P \$	2,277.39 \$	- 0	amages Other Properties	In Process	
08/22/21	N/A	E	N/A	N/A	N/A	P \$	96.60 \$	- 0	amages Other Properties	In Process	1
01/14/22	N/A	E	N/A	N/A	N/A	P \$	750.00 \$	- 0	Damages Equipment / Appliances	In Process	1
06/12/21	N/A	E		N/A	N/A	P \$	140.00 \$	- [Damages Equipment / Appliances	In Process	
07/15/21	N/A	E		N/A	N/A	P \$	1,706.37 \$	- 0	Damages Equipment / Appliances	In Process	
03/07/22	N/A	E		N/A	N/A	P \$	933.23 \$		Damages Equipment / Appliances	In Process	
07/12/21	N/A	E		N/A	N/A	P \$	1,100.00 \$		amages Equipment / Appliances	In Process	
01/04/22	N/A	E		N/A	N/A	P \$	675.00 \$		Pamages Equipment / Appliances	In Process	_
12/30/21	N/A	E		N/A	N/A	P \$	557.00 \$		Pamages Equipment / Appliances	In Process	_
09/01/21	N/A	E		N/A	N/A	P \$	450.00 \$		Damages Equipment / Appliances	In Process	4
03/03/22	N/A	E		N/A	N/A	P \$	996.00 \$		Damages Other Properties	In Process	4
11/18/21	N/A	E F		N/A	N/A	P \$	825.00 \$		Damages Equipment / Appliances	In Process	4
10/17/21	N/A	_		N/A	N/A	Ι .	389.88 \$		Damages Equipment / Appliances	In Process	4
09/01/21 10/14/21	N/A N/A	E F		N/A N/A	N/A N/A	P \$	922.00 \$ 580.00 \$		Damages Equipment / Appliances	In Process In Process	4
		E				P \$			Damages Equipment / Appliances		4
10/08/21	N/A N/A	E .	N/A N/A	N/A N/A	N/A N/A	P \$	723.50 \$ 1,000.00 \$		Damages Equipment / Appliances	In Process	4
10/10/21 08/03/21	N/A N/A	E F		N/A N/A	N/A N/A	P \$	1,000.00 \$		Damages Equipment / Appliances	In Process In Process	4
08/03/21	N/A N/A	F		N/A	N/A N/A	P \$	319.00 \$		Parmages Equipment / Appliances Parmages Equipment / Appliances	In Process In Process	1
09/24/21	N/A	F		N/A	N/A	P \$	697.00 \$		Damages Equipment / Appliances	In Process	-
09/24/21	N/A N/A	F		N/A	N/A N/A	P \$	320.86 \$		Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process	1
09/01/21	N/A N/A	F		N/A	N/A	P \$	558.48 \$		Damages Equipment / Appliances	In Process	1
11/25/21	N/A	E		N/A	N/A	P \$	241.85 \$		Damages Equipment / Appliances	In Process	1
10/06/21	N/A	E		N/A	N/A	P \$	485.00 \$		Damages Equipment / Appliances	In Process	1
03/17/22	N/A	E		N/A	N/A	P \$	3.061.00 \$		Damages Equipment / Appliances	In Process	1
06/26/21	N/A	E	N/A	N/A	N/A	P \$	75.57 \$		Damages Equipment / Appliances	In Process	1
06/27/21	N/A	E		N/A	N/A	P \$	859.01 \$		Damages Equipment / Appliances	In Process	1
07/05/21	N/A	E		N/A	N/A	P \$	702.45 \$		Damages Equipment / Appliances	In Process	1
11/21/21	N/A	E		N/A	N/A	P \$	1,430.00 \$		Damages Other Properties	In Process	1
12/15/21	N/A	E		N/A	N/A	P \$	3,787.60 \$		Damages Other Properties	In Process	1
10/15/21	N/A	E		N/A	N/A	P \$	1,262.00 \$		Parmages Equipment / Appliances	In Process	1
07/02/21	N/A	E		N/A	N/A	P \$	284.97 \$		Damages Equipment / Appliances	In Process	1
07/22/21	N/A	E		N/A	N/A	P \$	4,670.00 \$		Damages Equipment / Appliances	In Process	1
09/16/21	N/A	E		N/A	N/A	P \$	850.00 \$		Damages Equipment / Appliances	In Process	1
09/24/21	N/A	E	N/A	N/A	N/A	P \$	436.41 \$		Damages Equipment / Appliances	In Process	1
08/04/21	N/A	E		N/A	N/A	P \$	285.00 \$		Damages Equipment / Appliances	In Process	1
08/03/21	11/12/21	E		N/A	N/A	Α \$	1,466.22 \$		Damages Other Properties	Paid	1
08/12/21	N/A	E		N/A	N/A	P \$	315.00 \$		amages Equipment / Appliances	In Process	1
08/04/21	N/A	E		N/A	N/A	P \$	421.14 \$		Damages Equipment / Appliances	In Process	1
10/09/21	N/A	E		N/A	N/A	P \$	448.79 \$		Damages Equipment / Appliances	In Process]
07/29/21	N/A	E		N/A	N/A	P \$	110.00 \$	- 0	Damages Equipment / Appliances	In Process	1
11/18/21	N/A	E	N/A	N/A	N/A	P \$	3,660.00 \$	- 0	Parnages Other Properties	In Process]
12/27/21	N/A	E	N/A	N/A	N/A	P \$	2,358.64 \$		Damages Other Properties	In Process	1
02/28/22	N/A	E		N/A	N/A	P \$	915.00 \$		amages Equipment / Appliances	In Process	_[
10/26/21	N/A	E		N/A	N/A	P \$	799.00 \$		Damages Equipment / Appliances	In Process	_[
12/01/21	N/A	E	N/A	N/A	N/A	P \$	1,070.00 \$		Damages Equipment / Appliances	In Process	1
01/09/22	N/A	E		N/A	N/A	P \$	2,169.49 \$		amages Equipment / Appliances	In Process	1
10/03/21	N/A	E		N/A	N/A	P \$	1,750.00 \$		Damages Equipment / Appliances	In Process	1
08/01/21	N/A	E		N/A	N/A	P \$	239.62 \$		amages Equipment / Appliances	In Process	1
03/02/22	N/A	E		N/A	N/A	P \$	1,605.05 \$		Damages Other Properties	In Process	4
06/01/21	N/A	E		N/A	N/A	P \$	163.89 \$		Damages Equipment / Appliances	In Process	4
09/03/21	N/A	E		N/A	N/A	P \$	100.00 \$		Damages Equipment / Appliances	In Process	4
06/28/21	N/A	E		N/A	N/A	P \$	799.00 \$		Damages Equipment / Appliances	In Process	4
	N/A N/A	E		N/A	N/A	P \$	304.39 \$		Damages Other Properties	In Process	4
03/09/22		E		N/A	N/A		660.00 \$		Darnages Other Properties	In Process	4
01/21/22			N/A	N/A	N/A	P \$	224.78 \$		Damages Equipment / Appliances	In Process In Process	4
01/21/22 01/21/22	N/A	E		11/4						In Process	
01/21/22 01/21/22 09/27/21	N/A N/A	E E	N/A	N/A	N/A	1 4	1,600.00 \$		Damages Equipment / Appliances		4
01/21/22 01/21/22 09/27/21 10/06/21	N/A N/A N/A	E	N/A N/A	N/A	N/A	P \$	129.95 \$	- E	amages Equipment / Appliances	In Process	-
01/21/22 01/21/22 09/27/21 10/06/21 08/10/21	N/A N/A N/A N/A	E E	N/A N/A N/A	N/A N/A	N/A N/A	P \$	129.95 \$ 139.37 \$	- C	Parmages Equipment / Appliances Parmages Equipment / Appliances	In Process In Process	-
01/21/22 01/21/22 09/27/21 10/06/21 08/10/21 10/10/21	N/A N/A N/A N/A N/A	E E	N/A N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	P \$ P \$ P	129.95 \$ 139.37 \$ 1,950.00 \$	- C	Damages Equipment / Appliances Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process In Process	-
01/21/22 01/21/22 09/27/21 10/06/21 08/10/21 10/10/21 02/06/22	N/A N/A N/A N/A N/A N/A	E E E	N/A N/A N/A N/A N/A	N/A N/A N/A N/A	N/A N/A N/A N/A	P \$ P \$ P \$	129.95 \$ 139.37 \$ 1,950.00 \$ 300.00 \$	- C	Parmages Equipment / Appliances Parmages Equipment / Appliances Parmages Equipment / Appliances Parmages Equipment / Appliances	In Process In Process In Process In Process	-
01/21/22 01/21/22 09/27/21 10/06/21 08/10/21 10/10/21 02/06/22 08/18/21	N/A	E E E E E	N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A	P \$ P \$ P \$ P \$	129.95 \$ 139.37 \$ 1,950.00 \$ 300.00 \$ 215.00 \$	- C	hamages Equipment / Appliances	In Process In Process In Process In Process In Process In Process	-
01/21/22 01/21/22 09/27/21 10/06/21 08/10/21 10/10/21 02/06/22 08/18/21 02/07/22	N/A	E E E E E E	N/A	N/A N/A N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A	P \$	129.95 \$ 139.37 \$ 1,950.00 \$ 300.00 \$ 215.00 \$ 1,070.00 \$	- C - C - C - C - C	kamages Equipment / Appliances	In Process	-
01/21/22 01/21/22 08/27/21 10/06/21 08/10/21 10/10/21 02/06/22 08/18/21 02/07/22 12/31/21	N/A	E E E E E	N/A N/A N/A N/A N/A N/A N/A N/A N/A	N/A	N/A	P \$	129.95 \$ 139.37 \$ 1,950.00 \$ 300.00 \$ 215.00 \$ 1,070.00 \$ 700.00 \$	- C - C - C - C - C - C	ramages Equipment / Appliances	In Process	-
01/21/22 01/21/22 09/27/21 10/06/21 08/10/21 10/10/21 02/06/22 08/18/21 02/07/22	N/A	E E E E E E	N/A	N/A N/A N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A	P \$	129.95 \$ 139.37 \$ 1,950.00 \$ 300.00 \$ 215.00 \$ 1,070.00 \$	- C - C - C - C - C - C - C - C - C - C	kamages Equipment / Appliances	In Process	

09/07/21 N/A E N/A N/A N/A P \$ 455.00 \$ - Damager 04/06/22 N/A E N/A N/A N/A N/A P \$ 160.00 \$ - Damager 01/20/22 N/A E N/A N/A N/A P \$ 850.00 \$ - Damager 11/11/21 N/A E N/A N/A N/A P \$ 2,348.00 \$ - Damager 01/27/22 N/A E N/A N/A N/A N/A P \$ 3,152.96 \$ - Damager 04/09/22 N/A E N/A N/A N/A N/A P \$ 92.35 \$ - Damager 01/19/22 N/A E N/A N/A N/A N/A P \$ 992.35 \$ - Damager 1/2/22/21 N/A E N/A N/A N/A N/A P \$ 992.35 \$ - Damager 1/2/06/21 N/A E N/A N/A N/A N/A	ages Equipment / Appliances ages Equipment / Appliances ages Equipment / Appliances ages Equipment / Appliances	In Process In Process
04/08/22 N/A E N/A N/A N/A P \$ 160.00 \$ - Damager 01/20/22 N/A E N/A N/A N/A P \$ 850.00 \$ - Damager 11/11/21 N/A E N/A N/A N/A P \$ 2,348.00 \$ - Damager 01/27/22 N/A E N/A N/A N/A P \$ 3,152.96 \$ - Damager 04/09/22 N/A E N/A N/A N/A N/A P \$ 325.00 \$ - Damager 01/19/22 N/A E N/A N/A N/A N/A P \$ 135.00 \$ - Damager 1/2/22/1 N/A E N/A N/A N/A N/A N/A P \$ 992.35 \$ - Damager 1/2/06/21 N/A E N/A N/A N/A N/A P \$ 190.00 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A	ages Equipment / Appliances ages Equipment / Appliances	
01/20/22 N/A E N/A N/A N/A P \$ 850.00 \$ - Damager 11/1/121 N/A E N/A N/A N/A N/A P \$ 2,248.00 \$ - Damager 01/27/22 N/A E N/A N/A N/A P \$ 3,152.96 \$ - Damager 04/09/22 N/A E N/A N/A N/A P \$ 925.00 \$ - Damager 01/19/22 N/A E N/A N/A N/A N/A P \$ 135.00 \$ - Damager 12/06/21 N/A E N/A N/A N/A N/A P \$ 190.00 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A P \$ 190.00 \$ - Damager	ages Equipment / Appliances	In Procees
11/11/21 N/A E N/A N/A N/A P \$ 2,348.00 \$ \$ - Damager 01/27/22 N/A E N/A N/A N/A P \$ 3,152.96 \$ \$ - Damager 04/09/22 N/A E N/A N/A N/A P \$ 92.50 \$ \$ - Damager 01/19/22 N/A E N/A N/A N/A P \$ 135.00 \$ \$ - Damager 12/22/21 N/A E N/A N/A N/A N/A P \$ 992.35 \$ \$ - Damager 12/06/21 N/A E N/A N/A N/A N/A P \$ 4,741.73 \$ > - Damager 09/01/21 N/A E N/A N/A N/A N/A P \$ 4,741.73 \$ > - Damager		
01/27/22 N/A E N/A N/A N/A N/A P \$ 3,152.96 \$ - Damager O4/09/22 N/A E N/A N/A N/A N/A P \$ 925.00 \$ - Damager O1/19/22 N/A E N/A N/A N/A N/A P \$ 135.00 \$ - Damager O1/19/22 N/A E N/A N/A N/A N/A P \$ 135.00 \$ - Damager O1/19/22 N/A E N/A N/A N/A N/A P \$ 992.35 \$ - Damager O1/19/22 N/A E N/A N/A N/A N/A P \$ 192.35 \$ - Damager O1/19/22 N/A E N/A N/A N/A N/A P \$ 190.00 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A N/A P \$ 190.00 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A N/A P \$ \$ 1,474.73 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A P \$ \$ 1,474.73 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A N/A P \$ \$ 1,474.73 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A N/A P \$ \$ 1,474.73 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A E N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A N/A N/A N/A N/A N/A N/A N/A P S \$ 1,474.73 \$ - Damager O1/19/24 N/A		In Process
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01/19/22 N/A E N/A N/A N/A N/A P \$ 135.00 \$ - Damager 12/22/21 N/A E N/A N/A N/A N/A P \$ 992.35 \$ - Damager 12/06/21 N/A E N/A N/A N/A N/A P \$ 190.00 \$ - Damager 12/06/21 N/A E N/A N/A N/A N/A P \$ 190.00 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A P \$ 4,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A P \$ 4,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A E N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A N/A N/A N/A N/A N/A N/A N/A P S \$ 1,741.73 \$ - Damager 09/01/21 N/A	ages Equipment / Appliances	In Process
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12/06/21 N/A E N/A N/A N/A P \$ 190.00 \$ - Damage 09/01/21 N/A E N/A N/A N/A P \$ 4,741.73 \$ - Damage	ages Equipment / Appliances	In Process
09/01/21 N/A E N/A N/A N/A P \$ 4,741.73 \$ - Damages	ages Equipment / Appliances	In Process
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00/20/21 16/A E 16/A 16/A 1 \$ 407.02 \$ - Dallage.	ages Equipment / Appliances	In Process
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01/09/22 N/A E N/A N/A N/A P \$ 515.00 \$ - Damager	ages Equipment / Appliances	In Process
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	ages Equipment / Appliances	In Process

08/01/21									
U0/U1/21	N/A	E	N/A	N/A	N/A	P \$	346.52 \$	- Damages Equipment / Appliances	In Process
08/01/21	N/A	Е	N/A	N/A	N/A	P \$	2,623.89 \$	- Damages Equipment / Appliances	In Process
05/24/22	N/A	Е	N/A	N/A	N/A	P \$	281.36 \$	- Damages Equipment / Appliances	In Process
09/13/21	N/A	Е	N/A	N/A	N/A	P \$	1,172.89 \$	- Damages Equipment / Appliances	In Process
07/21/21	N/A	Е	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
07/21/21	N/A	Е	N/A	N/A	N/A	P \$	445.02 \$	- Damages Equipment / Appliances	In Process
06/15/21	N/A	Е	N/A	N/A	N/A	P \$	570.11 \$	- Damages Equipment / Appliances	In Process
09/30/21	N/A	Е	N/A	N/A	N/A	P \$	540.00 \$	- Damages Equipment / Appliances	In Process
03/22/22	N/A	Е	N/A	N/A	N/A	P \$	504.30 \$	- Damages Other Properties	In Process
06/20/21	N/A	Е	N/A	N/A	N/A	P \$	1,071.11 \$	- Damages Equipment / Appliances	In Process
06/07/21	N/A	Е	N/A	N/A	N/A	P \$	958.27 \$	- Damages Other Properties	In Process
05/25/22	N/A	Е	N/A	N/A	N/A	P \$	902.98 \$	- Damages Equipment / Appliances	In Process
09/25/21	N/A	Е	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
09/21/21	N/A	Е	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
07/05/21	N/A	Е	N/A	N/A	N/A	P \$	775.00 \$	- Damages Equipment / Appliances	In Process
10/13/21	N/A	Е	N/A	N/A	N/A	P \$	1,881.08 \$	- Damages Equipment / Appliances	In Process
06/02/21	N/A	E	N/A	N/A	N/A	P \$	821.86 \$	- Damages Equipment / Appliances	In Process
08/18/21	N/A	E	N/A	N/A	N/A	P \$	45.00 \$	- Damages Equipment / Appliances	In Process
02/24/22	N/A	E	N/A	N/A	N/A	P \$	217.43 \$	- Damages Equipment / Appliances	In Process
07/12/21	N/A	E	N/A	N/A	N/A	P \$	958.95 \$	- Damages Equipment / Appliances	In Process
07/13/21	N/A	Е	N/A	N/A	N/A	P \$	550.00 \$	- Damages Equipment / Appliances	In Process
10/18/21	N/A	Е	N/A	N/A	N/A	P \$	350.00 \$	- Damages Equipment / Appliances	In Process
10/08/21	N/A	E	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
09/25/21	N/A	E	N/A	N/A	N/A	Р \$		- Damages Equipment / Appliances	In Process
11/26/21	N/A	E	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
10/20/21	N/A	E	N/A	N/A	N/A	P \$	11,246.70 \$	- Damages Equipment / Appliances	In Process
06/16/21	N/A	E	N/A	N/A	N/A	P \$	763.62 \$	- Damages Equipment / Appliances	In Process
01/08/22	N/A	E	N/A	N/A	N/A	P \$	330.00 \$	- Damages Equipment / Appliances	In Process
06/23/21	N/A	E	N/A	N/A	N/A	P \$	1,606.72 \$	- Damages Equipment / Appliances	In Process
09/07/21	N/A	E	N/A	N/A	N/A	Р \$	60.00 \$	- Damages Equipment / Appliances	In Process
10/22/21	N/A	E	N/A	N/A	N/A	P \$	610.00 \$	 Damages Equipment / Appliances 	In Process
08/25/21	N/A	E	N/A	N/A	N/A	Р \$	506.00 \$	- Damages Equipment / Appliances	In Process
10/26/21	N/A	E	N/A	N/A	N/A	P \$		 Damages Equipment / Appliances 	In Process
10/16/21	N/A	E	N/A	N/A	N/A	P \$		 Damages Equipment / Appliances 	In Process
11/02/21	N/A	Е	N/A	N/A	N/A	P \$		 Damages Equipment / Appliances 	In Process
06/15/21	N/A	E	N/A	N/A	N/A	P \$	605.26 \$	 Damages Equipment / Appliances 	In Process
07/18/21	N/A	Е	N/A	N/A	N/A	P \$	1,684.25 \$	- Damages Equipment / Appliances	In Process
12/09/21	N/A	Е	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
05/19/22	N/A	E	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
01/24/22	N/A	E	N/A	N/A	N/A	P \$	1,245.43 \$	- Damages Equipment / Appliances	In Process
04/09/22	N/A	Е	N/A	N/A	N/A	P \$	221.90 \$	- Damages Equipment / Appliances	In Process
08/08/21	N/A	E	N/A	N/A	N/A	P \$		- Damages Equipment / Appliances	In Process
06/02/21 09/16/21	N/A N/A	E F	N/A N/A	N/A N/A	N/A N/A	P \$.,	- Damages Equipment / Appliances	In Process
10/26/21	N/A	F	N/A	N/A N/A	N/A N/A	P \$	90.00 \$	Damages Equipment / Appliances Damages Equipment / Appliances	In Process
11/09/21	N/A	E	N/A	N/A	N/A	P \$	325.00 \$	- Damages Equipment / Appliances	In Process
09/01/21	N/A	F	N/A	N/A	N/A	P \$	1,250.00 \$	- Damages Equipment / Appliances	In Process
	N/A	E							
02/27/22			N/A	N/A	N/A	P \$	110.00 \$	 Damages Equipment / Appliances 	In Process
02/27/22 08/11/21	N/A	Е	N/A N/A	N/A N/A	N/A N/A	P \$	110.00 \$ 285.00 \$	Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process
	N/A N/A	E E		· ·			285.00 \$	Damages Equipment / Appliances Damages Equipment / Appliances Damages Equipment / Appliances	
08/11/21		E E	N/A	N/A	N/A	P \$	285.00 \$ 1,316.00 \$	- Damages Equipment / Appliances	In Process
08/11/21 09/07/21	N/A		N/A N/A	N/A N/A	N/A N/A	P \$	285.00 \$ 1,316.00 \$ 321.45 \$	- Damages Equipment / Appliances - Damages Equipment / Appliances	In Process In Process
08/11/21 09/07/21 06/02/21	N/A N/A N/A N/A	E	N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A	N/A N/A N/A	P \$	285.00 \$ 1,316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$	Damages Equipment / Appliances Damages Equipment / Appliances Damages Equipment / Appliances	In Process In Process In Process
08/11/21 09/07/21 06/02/21 07/05/21 07/02/21 07/03/21	N/A N/A N/A N/A N/A	E E	N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A	P \$	285.00 \$ 1,316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 08/02/21 07/05/21 07/05/21 07/02/21 07/02/21	N/A N/A N/A N/A N/A N/A	E E E E	N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A	N/A	P \$	285.00 \$ 1.316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.90 \$ 951.09 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 06/02/21 07/05/21 07/05/21 07/02/21 07/02/21	N/A	E E E E E	N/A	N/A	N/A	P	285.00 \$ 1,316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 951.09 \$ 289.98 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 08/02/21 07/05/21 07/05/21 07/03/21 07/03/21 06/21/21 08/22/21	N/A	E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1,316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 991.09 \$ 289.88 \$ 425.00 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 06/02/21 07/05/21 07/05/21 07/03/21 07/03/21 06/21/21 06/21/21 06/31/22	N/A	E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1.316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 951.09 \$ 289.88 \$ 425.00 \$ 815.49 \$	Damages Equipment / Appliances Dimages Equipment / Appliances Damages Equipment / Appliances	In Process
08/11/21 09/07/21 06/02/21 07/06/21 07/06/21 07/02/21 07/02/21 06/21/21 06/22/21 06/22/21 06/20/21	N/A	E E E E E E E E E E E E E E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1,316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 951.09 \$ 289.98 \$ 425.00 \$ 815.49 \$ 1,530.97 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 08/02/21 07/05/21 07/05/21 07/03/21 07/02/21 06/21/21 06/22/21 05/31/22 06/20/21 08/22/21	N/A	E E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1.316.00 \$ 221.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 991.09 \$ 289.98 \$ 425.00 \$ 815.49 \$ 1,539.79 \$ 1,936.64 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 06/00/21 07/05/21 07/05/21 07/03/21 07/03/21 06/21/21 06/21/21 06/21/21 06/23/21 08/20/21 08/20/21	N/A	E E E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1.316.00 \$ 221.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 951.09 \$ 289.98 \$ 425.00 \$ 815.49 \$ 1,530.97 \$ 1,936.64 \$ 1,200.00 \$	Damages Equipment / Appliances Dimages Equipment / Appliances Damages Equipment / Appliances	in Process
08/11/21 09/07/21 06/02/21 07/05/21 07/05/21 07/03/21 07/03/21 06/21/21 06/21/21 06/22/21 05/31/22 06/20/21 08/22/21 08/31/22 08/20/21	N/A	E E E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1,316.00 \$ 321.45 \$ 995.76 \$ 310.00 \$ 997.99 \$ 951.09 \$ 289.98 \$ 425.00 \$ 815.49 \$ 1,530.97 \$ 1,936.64 \$ 1,200.00 \$ 583.15 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 09/07/21 06/02/21 07/05/21 07/05/21 07/05/21 07/05/21 07/05/21 06/21/21 06/21/21 06/22/21 05/31/22 06/20/21 08/22/21 09/15/21 09/15/21 09/15/21 09/15/21	N/A	E E E E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1.316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 991.09 \$ 289.88 \$ 425.00 \$ 815.49 \$ 1.530.77 \$ 1.936.64 \$ 1.200.00 \$ 583.15 \$ 350.09 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 08/02/21 07/05/21 07/05/21 07/05/21 07/05/21 07/02/21 08/21/21 08/22/21 08/22/21 08/22/21 08/22/21 08/22/21 08/22/21 08/29/21 08/29/21 08/29/21 08/29/21 08/29/21 09/19/21 09/19/21 10/10/21	N/A	E E E E E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1,316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 951.09 \$ 289.98 \$ 425.00 \$ 815.49 \$ 1,530.97 \$ 1,936.64 \$ 1,200.00 \$ 583.15 \$ 950.75 \$	Damages Equipment / Appliances	in Process
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08/11/21 09/07/21 08/07/21 08/07/21 07/05/21 07/05/21 07/05/21 07/03/21 07/03/21 08/21/21 08/21/21 08/21/21 08/21/21 08/22/21 08/31/22 08/31/22 08/31/22 10/07/21 09/31/21 10/10/21 09/08/21 10/18/21	N/A	E E E E E E E E E E E E E E E E E E E	N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1.316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 991.09 \$ 289.88 \$ 425.00 \$ 815.49 \$ 1.530.97 \$ 1.936.64 \$ 1.200.00 \$ 583.15 \$ 350.09 \$ 501.75 \$ 1.580.00 \$	Damages Equipment / Appliances	In Process
08/11/21 09/07/21 06/02/21 07/05/21 07/05/21 07/03/21 07/03/21 07/02/21 06/21/21 06/21/21 06/21/21 06/22/21 06/20/21 08/22/21 08/22/21 09/21/21 09/21/21 09/21/21 10/10/21 09/08/21 11/10/21	N/A		N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1,316.00 \$ 321.45 \$ 695.76 \$ 310.00 \$ 697.99 \$ 951.09 \$ 289.98 \$ 425.00 \$ 815.49 \$ 1,530.97 \$ 1,936.64 \$ 1,200.00 \$ 583.15 \$ 350.09 \$ 501.75 \$ 1,587.00 \$ 255.00 \$	Damages Equipment / Appliances	In Process
08/11/21 08/07/21 08/07/21 08/07/21 07/05/21 07/05/21 07/02/21 07/02/21 07/02/21 08/21/21 08/22/21 08/21/21 08/22/21 08/21/21 08/22/21 08/22/21 08/22/21 07/07/21 08/22/21 07/07/21 08/22/21 10/10/21 08/22/21 10/10/21 08/08/21 10/18/21 11/30/21 09/08/21	N/A		N/A	N/A	N/A	P S P S P S P S P S P S P S P S P S P S	285.00 \$ 1,316.00 \$ 321.45 \$ 895.76 \$ 310.00 \$ 8697.99 \$ 991.09 \$ 289.98 \$ 425.00 \$ 815.49 \$ 1,530.97 \$ 1,936.64 \$ 1,200.00 \$ 883.15 \$ 350.09 \$ 501.75 \$ 1,587.00 \$ 250.00 \$ 448.00 \$	Damages Equipment / Appliances	In Process
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01/01/22 N/A E N/A N/A N/A N/A N/A P \$ 1,243.16 \$ - Damages Equipment / Appliances In Process 02/21/22 N/A E N/A N/A N/A N/A P \$ 48,00 \$ - Damages Equipment / Appliances In Process 09/06/21 N/A E N/A N/A N/A N/A P \$ 62,70 \$ - Damages Equipment / Appliances In Process 06/22/21 N/A E N/A N/A N/A N/A P \$ 4,920.15 \$ - Damages Equipment / Appliances In Process 06/22/21 N/A E N/A N/A N/A N/A P \$ 1,684.73 \$ - Damages Equipment / Appliances In Process 06/27/21 N/A E N/A N/A N/A N/A P \$ 1,194.37 \$ - Damages Equipment / Appliances In Process 06/27/21 N/A E N/A N/A N/A N/A P \$ 1,194.37 \$ - Damages Equipment / Appliances In Process 09/17/21 N/A E N/A N/A N/A N/A P \$ 575.03 \$ - Damages Equipment / Appliances In Process								· ·				
02/21/22 N/A E N/A N/A N/A P \$ 480.00 \$ - Damages Equipment / Appliances In Process 09/06/21 N/A E N/A N/A N/A P \$ 627.00 \$ - Damages Equipment / Appliances In Process 06/2/21 N/A E N/A N/A N/A P \$ 4,920.15 \$ - Damages Equipment / Appliances In Process 08/2/021 N/A E N/A N/A N/A P \$ 1,854.73 \$ - Damages Equipment / Appliances In Process 09/17/21 N/A E N/A N/A N/A P \$ 1,194.73 \$ - Damages Equipment / Appliances In Process 09/2/2/21 N/A E N/A N/A N/A P \$ 1,194.73 \$ - Damages Equipment / Appliances In Process								· ·				
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1995 1995				1	1					
1975 100	06/29/21	N/A	E	N/A	N/A	N/A	P \$	70.00 \$	- Damages Equipment / Appliances	In Process
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1992 100										In Process
1907 100			E				. ,		- Damages Equipment / Appliances	In Process
1962 10.0 2	11/24/21	N/A	E	N/A	N/A	N/A	P \$	\$ 495.06 \$	 Damages Other Properties 	In Process
17922 No. No. No. No. No. No. P 1 17922 1 1 1 1 1 1 1 1 1	10/07/21	N/A	Е	N/A	N/A	N/A	P \$	515.12 \$	 Damages Equipment / Appliances 	In Process
1975 18.6 F	10/20/21	N/A	Е	N/A	N/A	N/A	P \$	\$ 216.25 \$	 Damages Equipment / Appliances 	In Process
1992 No.	11/30/21	N/A	E	N/A	N/A	N/A	P \$	3,136.65 \$	 Damages Equipment / Appliances 	In Process
QCCC	01/27/22	N/A	E	N/A	N/A	N/A	Р \$	\$ 4,738.75 \$	- Damages Equipment / Appliances	In Process
1982 MA	10/26/21	N/A	E	N/A	N/A	N/A	Р \$	705.00 \$	Damages Equipment / Appliances	In Process
1997 1998 1999	09/27/21	N/A	E	N/A	N/A	N/A	Р \$	551.93 \$		
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100,000	07/02/21	N/A	E	N/A	N/A	N/A	P 6	1 563 00 \$	V 11	In Process
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1997 MA	07/12/21		E				. ,		- Damages Equipment / Appliances	In Process
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673021 NA E	10/14/21		E				P \$	\$ 999.88 \$	 Damages Equipment / Appliances 	In Process
101921 NA E NA NA NA NA P S 208.00 S Damage Equipment / Applances In Process	09/23/21	N/A	Е	N/A	N/A	N/A	P \$	\$ 480.00 \$	 Damages Equipment / Appliances 	In Process
080021	07/03/21	N/A	E	N/A	N/A	N/A	P \$	1,824.13 \$	 Damages Equipment / Appliances 	In Process
992721 NA E NA NA NA NA NA P S 355.69 S Damagae Equipment / Appliances In Process 1070921 NA E NA NA NA NA NA P S 600.00 S Damagae Equipment / Appliances In Process 1071921 NA E NA NA NA NA NA P S 600.00 S Damagae Equipment / Appliances In Process 1071921 NA E NA NA NA NA NA NA	10/19/21	N/A	E	N/A	N/A	N/A	P \$	\$ 298.00 \$	- Damages Equipment / Appliances	In Process
0927721 NAA E NAA NA NA P S 35650 S	08/09/21	N/A	Е	N/A	N/A	N/A	P \$	\$ 487.78 \$	- Damages Equipment / Appliances	In Process
101221 NA E NA NA NA NA NA NA	08/27/21	N/A	Е	N/A	N/A	N/A	Р \$	355.69 \$		In Process
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1971221			E				Р \$			In Process
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07/03/21 N/A E N/A N/A N/A P \$ 68.3.43 \$ Damages Equipment / Appliances In Proces 09/28/21 N/A E N/A N/A N/A N/A P \$ 1,350,00 \$ - Damages Equipment / Appliances In Proces 09/03/21 01/14/22 E N/A N/A N/A A \$ 716,17 \$ 649,71 Damages Equipment / Appliances In Proces 10/14/21 N/A E N/A N/A N/A N/A P \$ 1,344.00 \$ - Damages Equipment / Appliances In Proces 10/04/21 N/A E N/A N/A N/A N/A P \$ 693,13 \$ Damages Equipment / Appliances In Proces 10/14/21 N/A E N/A N/A N/A N/A P \$ 625,00 \$ Damages Equipment / Appliances In Proces 10/14/21 N/A							1 4			In Process
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1004/21	10/12/21	N/A	E	N/A	N/A	N/A	P \$	1,344.00 \$	- Damages Equipment / Appliances	In Process
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11/04/21 N/A E N/A N/A N/A N/A P \$ 625.00 \$ - Damages Equipment / Appliances In Procest 10/21/21 N/A E N/A N/A N/A N/A P \$ 460.00 \$ - Damages Equipment / Appliances In Procest 10/20/21 N/A E N/A N/A N/A N/A N/A P \$ 266.28 \$ - Damages Equipment / Appliances In Procest 11/01/21 N/A E N/A N/A N/A N/A P \$ 449.00 \$ - Damages Equipment / Appliances In Procest 11/01/21 N/A E N/A N/A N/A N/A P \$ 1,171.72 \$ - Damages Equipment / Appliances In Procest 10/27/21 N/A E N/A N/A N/A N/A P \$ 1,171.72 \$ - Damages Equipment / Appliances In Procest 10/27/22 N/A E N/A N/A N/A N/A P \$ 2,687.86 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A P \$ 963.76 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A P \$ 963.76 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A N/A N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A N/A N/A N/A N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A N/A N/A N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A N/A N/A N/A N/A N/A P \$ 770.00 \$ - Damages Equipment / Appliances In Procest 10/11/22 N/A E N/A N/A N/A N/A N/A N/A N/A N	10/14/21	N/A	E	N/A	N/A	N/A	Р \$			In Process
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10/20/21 N/A E N/A N/A N/A N/A N/A P \$ 206.28 \$ - Damages Equipment / Appliances In Procest 11/01/21 N/A E N/A N/A N/A N/A N/A P \$ 449.00 \$ - Damages Equipment / Appliances In Procest 11/01/27 N/A E N/A N/A N/A N/A P \$ 1.171.72 \$ - Damages Equipment / Appliances In Procest 10/27/22 N/A E N/A N/A N/A N/A P \$ 2,687.86 \$ - Damages Equipment / Appliances In Procest 10/10/22 N/A E N/A N/A N/A N/A P \$ 963.78 \$ - Damages Equipment / Appliances In Procest 10/10/22 N/A E N/A N/A N/A N/A N/A P \$ 4,080.00 \$ - Damages Equipment / Appliances In Procest 10/10/22 N/A E N/A N/A N/A N/A N/A P \$ 7,000 \$ - Damages Equipment / Appliances In Procest 10/10/22 N/A E N/A N/A N/A N/A N/A P \$ 7,000 \$ - Damages Equipment / Appliances In Procest 10/10/22 N/A E N/A N/A N/A N/A N/A N/A P \$ 7,000 \$ - Damages Equipment / Appliances In Procest 10/10/22 N/A E N/A N/A N/A N/A N/A N/A P \$ 7,000 \$ - Damages Equipment / Appliances In Procest 10/10/22 N/A E N/A			E					, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		In Process
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02/14/22 N/A E N/A N/A N/A P \$ 2,687.86 \$ Damages Equipment / Appliances In Process 01/10/22 N/A E N/A N/A N/A P \$ 963.78 \$ Damages Equipment / Appliances In Process 08/30/21 N/A E N/A N/A N/A P \$ 4,080.00 \$ Damages Equipment / Appliances In Process 02/21/22 N/A E N/A N/A N/A N/A P \$ 70.00 \$ Damages Equipment / Appliances In Process			_				1 4			
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458		09/25/21	N/A	E	N/A	N/A	N/A	Р	\$	580.00 \$		- Damages Equipment / Appliances	In Process
459		10/14/21	N/A	E	N/A	N/A	N/A	Р	\$	315.99 \$		- Damages Equipment / Appliances	In Process
460		07/24/21	N/A	E	N/A	N/A	N/A	P	\$	8,300.75 \$		 Damages Equipment / Appliances 	In Process
461		08/13/21	N/A	E	N/A	N/A	N/A	P	\$	692.62 \$		 Damages Equipment / Appliances 	In Process
462		09/27/21	N/A	E	N/A	N/A	N/A	P	\$	1,350.00 \$		 Damages Equipment / Appliances 	In Process
463		11/17/21	N/A	E	N/A	N/A	N/A	P	\$	1,002.92 \$		- Damages Equipment / Appliances	In Process
464		09/20/21	N/A	E	N/A	N/A	N/A	P	\$	755.00 \$		- Damages Equipment / Appliances	In Process
465		06/01/21	N/A	E	N/A	N/A	N/A	P	\$	150.00 \$		- Damages Equipment / Appliances	In Process
466		08/08/21	N/A	E	N/A	N/A	N/A	P	\$	2,230.53 \$		- Damages Other Properties	In Process
467		03/27/22	N/A	E	N/A	N/A	N/A	P	s	148.30 \$		- Damages Other Properties	In Process
468		02/24/22	N/A	E	N/A	N/A	N/A	P	s	550.00 \$		- Damages Equipment / Appliances	In Process
469		04/05/22	N/A	E	N/A	N/A	N/A		s	742.19 \$		- Damages Equipment / Appliances	In Process
470		04/08/22	N/A	E	N/A	N/A	N/A	P	\$	7,788.00 \$		- Damages Equipment / Appliances	In Process
471		04/06/22	N/A	E	N/A	N/A	N/A	P	s	823.76 \$		- Damages Equipment / Appliances	In Process
472		01/29/22	N/A	E	N/A	N/A	N/A	P	6	4,200.00 \$		- Damages Other Properties	In Process
473		08/16/21	N/A	E	N/A	N/A	N/A	· · · · · · · · · · · · · · · · · · ·	\$	2,052.63 \$		Damages Citier Properties Damages Equipment / Appliances	In Process
474				E				Р	9				
		02/11/22	N/A		N/A	N/A	N/A		\$	1,459.76 \$		- Damages Equipment / Appliances	In Process
475		09/09/21	N/A	E	N/A	N/A	N/A		\$	2,302.97 \$		- Damages Equipment / Appliances	In Process
476		06/01/21	N/A	E	N/A	N/A	N/A	P	\$	836.26 \$		- Damages Equipment / Appliances	In Process
477		08/13/21	N/A	E	N/A	N/A	N/A	Р	\$	1,900.00 \$		- Damages Equipment / Appliances	In Process
478		08/18/21	N/A	E	N/A	N/A	N/A		\$	699.99 \$		- Damages Equipment / Appliances	In Process
479		09/23/21	N/A	E	N/A	N/A	N/A	P	\$	200.00 \$		- Damages Equipment / Appliances	In Process
480		08/30/21	N/A	E	N/A	N/A	N/A	· · · · · · · · · · · · · · · · · · ·	\$	1,400.00 \$		- Damages Equipment / Appliances	In Process
481		01/29/22	N/A	E	N/A	N/A	N/A	P	\$	1,533.12 \$		- Damages Other Properties	In Process
482		03/21/22	N/A	E	N/A	N/A	N/A	P	\$	1,052.85 \$		- Damages Other Properties	In Process
483		07/28/21	N/A	E	N/A	N/A	N/A	P	\$	548.45 \$		- Damages Other Properties	In Process
484		02/10/22	N/A	E	N/A	N/A	N/A	P	\$	668.97 \$		- Damages Equipment / Appliances	In Process
485		08/09/21	N/A	E	N/A	N/A	N/A	P	\$	290.00 \$		- Damages Equipment / Appliances	In Process
486		02/03/22	N/A	E	N/A	N/A	N/A	P	\$	675.87 \$		- Damages Equipment / Appliances	In Process
487		02/23/22	N/A	E	N/A	N/A	N/A	P	\$	260.00 \$		- Damages Equipment / Appliances	In Process
488		06/16/21	N/A	Е	N/A	N/A	N/A	Р	s	600.00 \$		- Damages Equipment / Appliances	In Process
489		09/07/21	N/A	E	N/A	N/A	N/A	P	s	350.00 \$		- Damages Equipment / Appliances	In Process
490		06/30/21	N/A	E	N/A	N/A	N/A	D	s	2.693.03 \$		- Damages Other Properties	Denied
491		06/29/21	N/A	E	N/A	N/A	N/A		s	1,259.00 \$		- Damages Other Properties	Denied
492	-	06/16/21	N/A	E	N/A	N/A	N/A	D	e e	145.00 \$		- Damages Equipment / Appliances	Denied
493		09/25/21	N/A	E	N/A	N/A	N/A		\$	1,705.00 \$		- Damages Other Properties	Denied
494		07/02/21	N/A	E	N/A	N/A	N/A		\$	2,416.64 \$		- Damages Other Properties	Denied
495		09/02/21	N/A	E	N/A	N/A	N/A		\$	2,888.70 \$		- Damages Other Properties	Denied
496									\$				
496		09/02/21	N/A	E F	N/A	N/A	N/A		\$	2,772.87 \$		- Damages Other Properties	Denied
		09/02/21	N/A		N/A	N/A	N/A	D	\$	3,124.68 \$		- Damages Other Properties	Denied
498		09/17/21	N/A	E	N/A	N/A	N/A	D	\$	1,618.81 \$		- Damages Equipment / Appliances	Denied
499		09/30/21	N/A	Е	N/A	N/A	N/A		\$	724.74 \$		- Damages Equipment / Appliances	Denied
500		06/05/21	N/A	Е	N/A	N/A	N/A		\$	1,003.50 \$		- Damages Equipment / Appliances	Denied
501		02/04/22	N/A	E	N/A	N/A	N/A		\$	18,614.21 \$		- Damages Other Properties	Denied
502		09/21/21	N/A	E	N/A	N/A	N/A	D	\$	3,092.98 \$		- Damages Equipment / Appliances	Denied
503		01/29/22	N/A	E	N/A	N/A	N/A		\$	1,533.12 \$		- Damages Other Properties	Denied
504		02/09/22	N/A	E	N/A	N/A	N/A		\$	1,100.50 \$		- Damages Other Properties	Denied
505		04/05/22	N/A	E	N/A	N/A	N/A	Р	\$	100,000.00	N/A	Physical Damages	In Process
506		08/28/21	N/A	E	N/A	N/A	N/A	Р	\$	500,000.00	N/A	Damages Other Properties	In Process
507		10/07/21	N/A	E	N/A	N/A	N/A	Р	\$	5,500.00	N/A	Damages Other Properties	In Process
508		10/20/21	N/A	E	N/A	N/A	N/A	Р	\$	18,421.29	N/A	Damages Other Properties	In Process
509		08/31/21	N/A	E	N/A	N/A	N/A	D	\$	21,995.50	N/A	Damages Other Properties	Denied
510		08/11/21	N/A	E	N/A	N/A	N/A	Р	\$	20,000.00	N/A	Physical Damages	In Process
511	Colón Báez, Fidelina	11/04/21	N/A	J	CA2022CV00604	Y	N	N/A	\$	104,000.00	N/A	Physical Damages	In Process
512	González Carbonell, Carol	11/25/21	N/A	J	CA2022CV00620	Y	N N	N/A	\$	104,000.00	N/A	Physical Damages	In Process
513	Otero Ramírez, Genesis	12/08/21	N/A	J	MT2022CV00326	· Y	N N	N/A	\$	1,000,000.00	N/A	Emotional Damages	In Process
514	Pantoja Espino, Lisandra	12/08/21	N/A	J	MT2022CV00362	Y	N N	N/A	s	200,000.00	N/A	Emotional Damages	In Process
515	Llorens Irizarry, Winkel	02/19/22	N/A	J	GM2022CV00302	Y	N N	N/A	\$	200,000.00	N/A	Cease and Desist	In Process
516				J		Y Y	N N		S	4 400 000 00			
	Penzol Bonano, Luis	09/16/21	N/A		AG2021CV01264			N/A		1,100,000.00	N/A	Physical Damages	In Process
517	Wendco of Puerto Rico Inc.	04/06/22	N/A	J	SJ2022CV03139	Y	N .	N/A	\$	310,000,000.00	N/A	Damages Other Properties	In Process
518	Herrero Domenech, Ismael	04/06/22	N/A	J	SJ2022CV02868	Y	N	N/A	\$	100,000,000.00	N/A	Damages Other Properties	In Process

Exhibit 2

Terms of Service May 31, 2021 Resolution and Order Response

NEPR-MI-2020-0001

Response: RFI-LUMA-NEPR-MI-2021-0007-PREB-02

SUBJECT

Terms of Service

REQUEST

LUMA to provide a summary of its customer outreach program, as well as a progress report pertaining to its implementation

RESPONSE

LUMA understands the importance and benefits of customer outreach as an effective method to inform, engage with, and promote customer opportunities and generate positive results. The 3,000 men and women of LUMA are working hard to reduce the potential for voltage fluctuations – which can damage electronic equipment – stemming from a system that has suffered years – if not decades – of mismanagement and neglect by the prior operator.

While voltage fluctuation events are directly due to the fragility of the system that LUMA inherited, we are committed to providing customers with information on how they can protect their electric devices and equipment from this impact as we work to repair and stabilize the system.

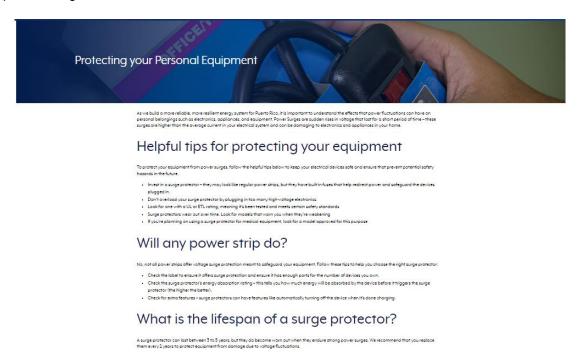
As part of our commitment to our customers, we have initiated a multi-channel public communications campaign aimed at educating and informing our customers on voltage fluctuation issues and the steps they can take to protect their electronic devices, appliances, and equipment in their homes or businesses. This effort includes but is not limited to social media posts, customer engagement and information available on our website.

Our trained and experienced customer service team works with customers who call or visit one of our customer service centers throughout Puerto Rico by providing them information about the resources available to them and information on how to protect personal devices and equipment. LUMA's customer outreach campaign developed and launched its campaign through multiple social media platforms to inform and encourage customers to protect their personal equipment, household electronics and other electrical equipment. This campaign addresses many reasonable ways in which customers can safeguard their household and commercial equipment to prolong their lifespan while also highlighting the need for safety consciousness as it relates to electrical wiring, power surges and electric service interruptions.

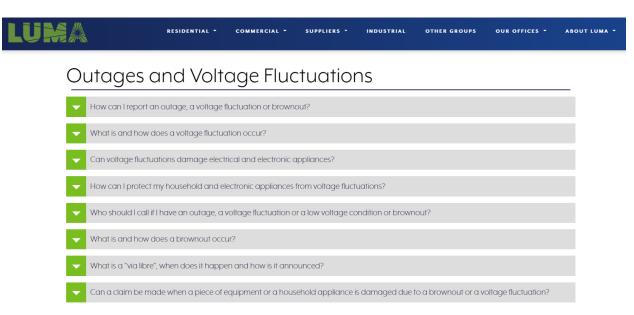
As part of the efforts to educate the customers, LUMA also provides educative information about the importance of protecting electrical equipment through the Mi Luma website www.lumapr.com. Across the



website, information about Protecting your personal equipment can be found under the Residential Service options, as Helpful Customer Resources: https://lumapr.com/protecting-your-personal-equipment/?lang=en.



Additionally, under the "frequently asked questions" section, LUMA provides household and electronic appliance protection tips and encourages customers to report outages, voltage fluctuations or brownouts. See LUMA's website: https://lumapr.com/faq/?lang=en



As LUMA works to build a more reliable, more resilient energy system for Puerto Rico, it encourages its customers to understand the effects power fluctuations can have on personal belongings such as electronics, appliances, and equipment. LUMA's surge protection campaign through social media addresses safety and surge protection topics, as depicted in the images below.





lumapuertorico En momentos de fluctuaciones de energía, asegúrate de apagar interruptores de electricidad y de desconectar equipos eléctricos. Protege equipos como neveras y estufas con protectores de voltaje.

#LUMA #SeguridadPública

37w

In addition to providing surge protection-oriented campaigns, LUMA is also actively providing customers with safety tips to promote personal equipment protection and avoid accidents by carrying out ongoing social media campaigns, in which it provides simple equipment protection knowledge and tips, that can have a remarkable impact on household safety, and the lifespan of household electronics and appliances, examples of which can be seen in the images below.



lumapuertorico Los multienchufes pueden ser prácticos, pero tenemos que tomar medidas para evitar accidentes:

- ✓ Utiliza multienchufes con la aprobación UL.
- Los multienchufes no son soluciones permanentes. Si necesitas más enchufes de pared, contacta a un perito electricista.
- ▲ No los conectes unos con otros.
- No pases un multienchufe por debajo de alfombras, porque puede sobrecalentarse.



lumapuertorico Siempre que utilices un multienchufe, no lo sobrecargues y asegúrate de que el mismo pueda manejar el amperaje del equipo que quieres conectar. Si sientes que se recalienta, apágalo inmediatamente.

#LUMA #Seguridad



lumapuertorico Siempre que vayas a utilizar un equipo eléctrico (taladros, pulidoras, aspiradoras, etc.) asegúrate de que la cablería esté en perfecto estado. Si ves un cable expuesto o la cubierta de plástico o de goma en malas condiciones, no uses el equipo.

#LUMA #Seguridad

48w



lumapuertorico Nunca dejes desatendido tu celular mientras lo estás cargando. Si se produce una chispa o el cable se sobrecalienta, el equipo podría sufrir daños o, peor aún, podría ocurrir un fuego eléctrico. Para más información, visita https://bit.ly/2V1A7Gs

#LUMA #Seguridad

48w

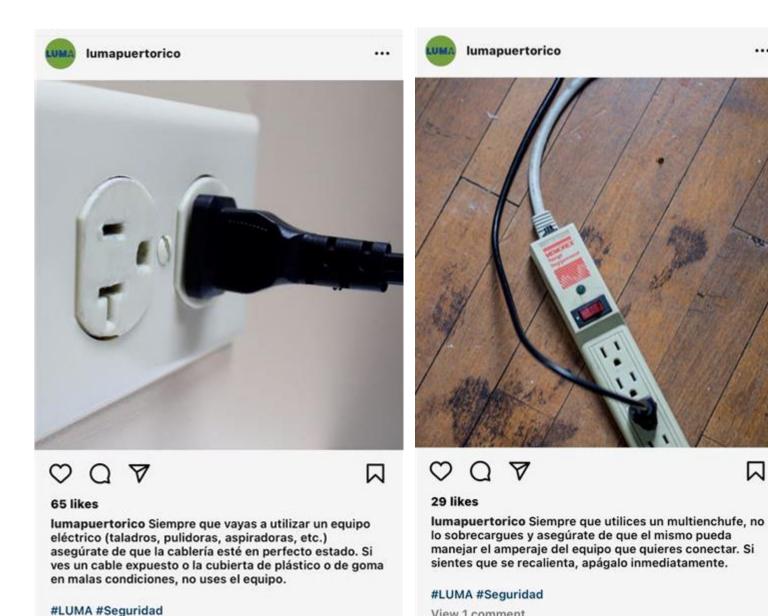








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LUMA will continue to promote this information to the public through our multichannel approach and ensure customers are provided with the information they need to protect their property from effects stemming from a fragile electrical system.

